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(3rd Semester)

COMMERCE

Paper No. : BC-302

(Organizational Behaviour)

Full Marks : 70

Pass Marks : 45%

Time : 3 hours

(PART : B—DESCRIPTIVE)

(Marks : 45)

*The figures in the margin indicate full marks
for the questions*

1. (a) Define organizational behaviour.
Explain its main characteristics. 2+7=9

Or

- (b) Explain the relationship between
Management and Organizational
behaviour. 9

2. (a) What is meant by perceptual selectivity?
Explain the factors which affect
selection process. 2+7=9

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(Turn Over)

(2)

Or

(b) Explain the determinants of personality. 9

3. (a) Define attitude. Explain the sources of attitude. 2+7=9

Or

(b) What are the benefits of transactional analysis? Explain. 9

4. (a) What is meant by functional conflict? Explain its functions. 2+7=9

Or

(b) Explain the factors of organizational change. 9

5. (a) Explain the interventions or techniques of organizational development. 9

Or

(b) Explain the characteristics of organizational development. 9

2019

(3rd Semester)

COMMERCE

Paper : BC-302

(Organizational Behaviour)

(PART : A—OBJECTIVE)

(Marks : 25)

The figures in the margin indicate full marks for the questions

1. Choose the correct answer and place its code in the brackets provided : 1×10=10

(a) Organizational behaviour refers to the

(i) behaviour of organization

(ii) behaviour of people in the organization

(iii) Both (i) and (ii)

(iv) None of the above

[]

(b) Which of the following is not an element of organizational behaviour?

(i) People

(ii) Structure

(iii) Technology

(iv) Policies

[]

(c) People's behaviour is based on the perception of

- (i) reality itself
- (ii) what reality ought to be
- (iii) Both (i) and (ii)
- (iv) None of the above

[]

(d) Learning can be through

- (i) education and training
- (ii) practice and experience
- (iii) Both (i) and (ii)
- (iv) None of the above

[]

(e) An individual personality is affected by

- (i) heredity
- (ii) environment
- (iii) Both (i) and (ii)
- (iv) None of the above

[]

(f) Introversion and extroversion are associated with

- (i) interpersonal behaviour of an individual
- (ii) personal nature of an individual
- (iii) personality of an individual
- (iv) All of the above

[]

- (g) Attitudes are
- (i) evaluative statements
 - (ii) objective statements
 - (iii) subjective statements
 - (iv) None of the above []
- (h) Values are
- (i) synonymous with attitude
 - (ii) more permanent than attitude
 - (iii) not related to attitude at all
 - (iv) All of the above []
- (i) A person's psychological script is a
- (i) life drama
 - (ii) game plan
 - (iii) Both (i) and (ii)
 - (iv) None of the above []
- (j) The research on transactional analysis has to be
- (i) in a better way
 - (ii) in a different way
 - (iii) continuous and action oriented
 - (iv) All of the above []

2. State whether the following statements are True (T) or False (F) by putting a Tick (✓) mark : 1×5=5

(a) Organizational behaviour is a part of total management.

(T / F)

(b) A person is unable to move from one ego state to another.

(T / F)

(c) Stroking is giving some types of recognition to others.

(T / F)

(d) Whenever there is interaction, there is conflict.

(T / F)

(e) Human reaction to change always depend upon logic.

(T / F)

(5)

3. Write short notes on the following :

2×5=10

(a) Group Behaviour

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(b) Leadership

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(c) Transactional Analysis

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(d) Stroking

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(e) Grid Training

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